

Hello, and welcome to our website.

We want to make our services easy for everyone to use. We've written a section of our website in different languages – you are currently in the <insert language> part. We hope you find this information useful.

We manage council homes on behalf of Newcastle City Council. Our website tells you how you can find a home and the responsibilities you have once you get a home.

Our website tells you how you can pay your rent, how to get help with repairs and how you can report anti social behaviour. The site gives you information about other services that we provide. You can also find out about our community housing offices.

If you'd prefer to watch a short film with this information you might like to watch the 'New tenancy – what you need to know' information film. This has also been translated into <insert language>. All new tenants watch this film just before they start their tenancy – but you might find it useful to watch now, as it tells you about the things you need to do when you start your tenancy. If you're short of time, but just need to know about a specific issue – like paying your rent, for example – you can just watch a specific chapter of the film.

Don't worry if you don't understand any of the information. Staff at your local community housing office can explain things to you. They can arrange for an interpreter to speak to you either over the phone or in person. We can also give you information in a translated written format if that helps.

We're here to help so please ask! And please tell us how helpful you find the information that we give you, and how you think it could be improved.

Remember, the way you can get information on our website about our services in <insert language> is by following the <insert translated 'welcome' in relevant language> link from the site's homepage.

Thanks for visiting the site!